



## State of Nevada – Department Of Personnel

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### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CONSUMER SERVICES COORDINATOR	29	E	10.340

Under supervision of a Clinical Program Planner III, the incumbent plans, organizes and coordinates the consumer services program for the Division of Mental Health and Developmental Services in the Department of Human Resources; supervises Consumer Services Assistants working in various locations and facilities; develops, implements, presents and evaluates consumer services training programs; and researches and recommends methods to effectively involve consumers in agency operations and service delivery systems.

Monitor program operations through on-site visits and review of records and reports; gather and document input from program personnel and other interested parties; identify consumer issues and concerns; consult with division and facility supervisors to develop plans to resolve issues; prepare statistical and narrative reports and recommendations for management.

Participate in statewide service delivery planning, development and implementation to ensure client needs are met; represent the consumer services program in management meetings to provide feedback on proposed changes; advocate for and represent the mental health consumer/client perspective to management and the community for the purpose of improving understanding and services.

Supervise Consumer Services Assistants; participate in selection interviews and recommend hiring; review and approve work performance standards; provide ongoing performance coaching; prepare/conduct performance evaluations in conjunction with professional staff at the employee's assigned facility; evaluate subordinate training requirements and prepare training materials; conduct or schedule required training; recommend and take corrective action as needed.

Assist in the budget development for the consumer services program; track and review expenditures to ensure compliance with budgetary limits.

Participate as a member of the division training committee; evaluate division training needs related to consumer services issues; prepare training materials; may provide group or individual training to professionals and community groups on the role of consumers in mental health service delivery.

Participate as a member of the division performance improvement team; review written consumer satisfaction surveys for clarity to consumers and to eliminate cultural/ethnic bias; compile and present Consumer Services Assistants' input regarding surveys; recommend service improvements based on survey findings.

Perform related duties as assigned.

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## MINIMUM QUALIFICATIONS

### SPECIAL NOTES AND REQUIREMENTS:

- \* A valid driver's license is required at the time of appointment and for continuing employment.
- \* Sixty semester credits from an accredited college or university that included coursework in psychology, sociology, human development or business may be substituted for one year of administrative experience.
- \* Transcripts are required with application if college coursework is to substitute for experience.

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and three years of experience, two years of which included performing or assisting in planning, coordinating or administering a program; composing business correspondence, reports, recommendations and presentations; presenting information and recommendations to individuals or groups; participating as a team or committee member; and using a computer to enter and retrieve data and prepare correspondence and reports. One year of the required experience must have been working in a mental health consumer advocacy program providing peer support and assistance; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** living with and managing a mental illness; self-help skills required for management of mental illness such as taking responsibility for actions, following a treatment plan and self-recognition of symptoms related to illness; techniques used to assist clients in developing independent living skills such as role modeling, coaching and prompting; mental health consumer movement; national mental health advocacy efforts and groups; English grammar, punctuation, sentence structure and vocabulary sufficient to compose business correspondence, reports, training materials, recommendations and presentations; word processing sufficient to prepare business correspondence and reports. **General knowledge of:** basic principles of supervision and training; mental health services available in Nevada; types of mental illness; federal and State regulations related to mental health client rights; client rights, confidentiality, abuse and neglect issues; impact of mental illness on family and the community; team leadership and group dynamics. **Ability to:** present information and recommendations to individuals and groups; communicate effectively both orally and in writing; investigate issues requiring the review and consideration of relevant data, patterns and concerns; organize, coordinate and oversee the work others; participate as a team or committee member; establish rapport with consumers of mental health social services with varied social and cultural backgrounds; listen and respond appropriately during conflict or crisis situations; maintain patient confidentiality; make basic mathematical computations; use a personal computer to enter and retrieve data. **Skill in:** preparing documents using computer word processing software.

**FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES** (typically acquired on the job):

**Working knowledge of:** principles of supervision and training; use of a personal computer including spreadsheet software and the Internet; mental health services available in Nevada; federal and State regulations related to mental health client rights; division and agency policies and procedures to include client rights, confidentiality, abuse and neglect; impact of mental illness on family and the community; team leadership and group dynamics. **General knowledge of:** State regulations related to personnel administration. **Ability to:** develop computer generated reports; organize, develop and make formal presentations; make recommendations based on investigation and consideration of relevant data, patterns and concerns; compose clear, concise correspondence, training materials, narrative summaries, reports, proposals and recommendations.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

10.340

ESTABLISHED: 5/6/02UC